

CITY OF CHANDLER

BILINGUAL PAY PROGRAM

I. PURPOSE

The purpose of this policy is to establish the procedures for the administration of the City's Bilingual Pay Program.

II. POLICY

The City of Chandler's Bilingual Pay Program is designed to encourage the availability of bilingual personnel to enhance the customer service needs of Chandler residents. City employees who work in a position that serves the public and has a reasonable likelihood of ongoing interaction with customers who speak another language other than English may be considered for participation.

III. RESPONSIBILITIES

- a. It is the responsibility of the Employee who participates in the program to be available on a regular basis to use their bilingual skill. Departments may also require employees to be available for standby and callback situations during non-working hours. Employees are also required to maintain acceptable performance standards and proficiency in bilingual communication skill.
- b. It is the responsibility of the Department Director to recommend eligible employees for the Bilingual Pay Program by notifying the Human Resources Office.
- c. It is the responsibility of the Human Resources Office to schedule employees for competency examinations for initial testing and re-testing, to notify employees and departments of the outcome of the examination, and to process pay actions for those employees that are eligible for compensation under the Bilingual Pay Program.

IV. PROCEDURES

A. Eligibility

To be eligible to participate in the City's Bilingual Pay Program, employees must be in a position that serves the public in which there is a reasonable likelihood of ongoing interaction with customers who speak another language other than English. Eligible employees must receive authorization from their Department Director and successfully complete the required competency examination for their position.

Employees will continue in the Program until their Department Director no longer authorizes participation or usage of bilingual skills no longer satisfies program guidelines.

B. Compensation

Compensation for the Bilingual Pay Program has been designed to provide a two-tiered system to those employees who interact with City customers and utilize their bilingual skills. The two-tiered system ties compensation levels to the language proficiency of the employee who speaks another language. This system is designed to provide an incentive to employees to pursue additional training to enhance their language skills, thereby increasing the number of employees who can communicate in a second language within the City organization.

Those employees who are able to speak and complete a proficiency examination at the Intermediate High or higher level, according to the proficiency guidelines of the American Council on the Teaching of Foreign Languages (ACTFL) and comprehend at least at an Intermediate High level will receive a pay incentive of \$ 1,200.00 annually or \$ 46.15 per pay period paid in 26 equal installments. Those employees who speak at the Intermediate up to the Intermediate High level according to the ACTFL and comprehend at least at an Intermediate Low level, are eligible for a pay incentive of \$ 600.00 annually or \$23.07 per pay period paid in 26 equal installments.

Sworn Police Personnel who are able to speak and comprehend and complete a proficiency examination at the Intermediate level, according to the proficiency guidelines of the American Council on the Teaching of Foreign Languages (ACTFL), will receive a pay incentive equal to 2.5% of their regular rate of pay. Sworn Police Personnel who are able to speak and comprehend and complete a proficiency examination at the Advanced level, according to the proficiency guidelines of the ACTFL, will receive a pay incentive equal to 5% of their regular rate of pay.

Employees are not eligible to receive additional compensation if they speak additional foreign languages. Compensation for regular and temporary part-time employees will be pro-rated based upon the number of hours regularly worked. Bilingual pay will not be paid to employees on extended paid or unpaid leave.

Compensation will be discontinued once an employee's participation in the program is no longer authorized by the Department Director; or the employee has voluntarily withdrawn from the Program.

C. Competency Examinations

Eligible employees must successfully pass a competency examination before entry into the Bilingual Pay Program. Employees participating in the Program will be required to be re-tested every five years. An employee's compensation will be adjusted, based on the proficiency level determined by the testing.

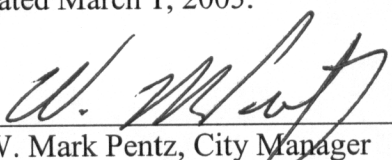
Employees, who are re-tested and do not successfully pass the competency examination, will be removed from the Program and their bilingual pay will be discontinued. In addition, employees not maintaining their rating level at the time of a re-test will have their bilingual compensation adjusted accordingly. In either of these situations, employees must wait at least 60 days prior to re-testing.

D. Placement in Program

Once a Department Director has authorized an employee to participate in the Program, the department must complete a Personnel Action Request (PAR) Form for the employee and forward it to the Human Resources Office. The Human Resources Office will coordinate the scheduling of the competency exam. Bilingual Pay will commence once the employee has successfully completed the required competency examination.

V. APPROVAL

This policy is effective July 10, 2005 and supercedes City of Chandler Bilingual Pay Program policy dated March 1, 2005.



W. Mark Pentz, City Manager

9/13/05

Date